

Service: Frame Relay Service

Service Line: Network Communications

Status: This service is currently being retired and is not available to new customers.

General Description: Frame Relay is a data transport service utilizing access circuits, transport service and switch technology to route data transmission traffic between end users and mainframe data service. Frame Relay uses “packet technology” to connect agency sites to the GTA Data Center. Frame Relay performance is bandwidth dependent.

Service Level Targets: N/A

Availability: In production for current customers only

Limitations: None

Prerequisites: Customer must have an appropriately configured LAN/WAN in place.

Pricing / Charges: Consult with GTA Marketing Solutions for specific pricing. Charges depend on bandwidth considerations and circuit charges.

Service Components or Product Features Included in Base Price:

- Frame Relay service
- Access circuit connection
- Inside cabling and a configured router

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: N/A

What GTA Provides: Access circuit, router configuration and managed router service, which includes router and circuit monitoring.

What the Customer Provides: An appropriately configured LAN/WAN.

Service Support: For individual service outages, report the problem to the GTA Regional Office. Contact information is at http://gta.georgia.gov/00/channel_title/0.2094.1070969_12905252.00.html. For major outages and other troubles, please follow the Service Issue Escalation procedure below.

Service Issue Escalation: E-mail the GTA Command Center at CommandCenter@gta.ga.gov, or phone (404) 656-7378. GTA staff will escalate any service issues and concerns to GTA management and also will report to the applicable service vendor organization.

Benefits / Advantages: N/A

How to Start this Service: **This service is not available to new customers.** Please contact GTA Solutions Marketing at (404) 651-6964 or e-mail gtasolutionsmrktg@gta.ga.gov to contact your GTA Account Manager. Your Account Manager will work with you to find alternatives to this service.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions:
LAN – Local Area Network
WAN – Wide Area Network